

How to Log a Maintenance Request

STEP 1:



Welcome to SISWeb

Please login to access this page

Use an existing Account

Email, UCD ID or Connect Username

Password [Forgot Password](#)

[Login](#)

If you have a problem logging into InfoHub, please contact infohub@ucd.ie

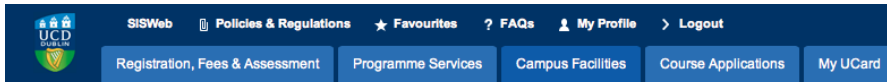
- Log into your SISweb Portal account using your UCD ID (Student Number) and your Password/PIN which is by default your Date of Birth in the form DDMMYY.
- Click “Login”.

STEP 2:

- Click on the tab “Campus Facilities”





How to Log a Maintenance Request

STEP 3:



Home >

Campus Facilities

-  **UCD Residences**
Book campus accommodation and pay residential fees
-  **My Student Health Account**
View transactions on your Student Health Account, make payments and download receipts
-  **My Electronic Payments**
View details of electronic payments from UCD to you and update your bank account information
-  **My Volunteering Diary**
Your Volunteer Diary allows you to keep a record of all your volunteer activities while you are student.

- From this screen please click on “UCD Residences”.





Step 4:

Home > Campus Facilities >

UCD Residences

We strive every day to provide the best facilities, services and welcome to all of our guests. Whatever your needs, from learning more as a conference delegate, to the fantastic facilities on our doorstep and our future development plans, we look forward to helping you find what you need.

Do feel free to contact us directly if you would like any further information. We look forward to hearing from you.

-  **Complete your Booking**
Book a campus residence online including paying your deposit by credit or debit card
-  **Pay Residential Fees**
View your Residences account and pay any outstanding amounts by credit or debit card
-  **Upload your Photo**
Upload a photo which will be used when your next UCard is printed
-  **My Residence Details**
A summary of your room assignments, accommodation charges and service requests for your UCD residence

- Click on “My Residence Details”.

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Step 5:

My Residence Details

My Room

Resident:	Testy Mctest
Residence:	Glenomena Residence (9 to 10)
Residence Office Phone No.:	+353 1 716 1030
Allocated Room:	Apartment 11 Room 6, Glenomena House 10
From / To:	10 Jul 2013 - 16 Aug 2013
Status:	Checked-In

[View/Print Licence to Reside](#)

UCD Residences

UCD Residences are managed by the UCD Accommodation Office. We strive every day to provide the best facilities, services, and welcome to all of our guests. Whatever your needs, from learning more about living on campus as a student or staff member and staying as a summer guest or conference delegate, to the fantastic facilities on our doorstep and our future development plans, we look forward to helping you find what you want. Please take some time to explore our website: www.ucd.ie/residences. Do feel free to [contact us](#) directly if you would like any further information. We look forward to hearing from you.

Details Of Charges & Payments Received 2012/2013 September

Description	Charge	Payment	Balance
Glenomena-Accommodation	781.59		
Glenomena-Utilities	57.00		
Glenomena-Insurance	35.00		
Current Year Balance			873.59
Previous Year Balance:			0.00
Account Balance:			873.59

Payments Schedule

In accordance with your Licence to Reside, payment of any outstanding charges may be made according to the following schedule. Payment of each instalment must be made on or before the listed date in order to avoid late payment charges.

There is no payment schedule in place. Any due amount is due immediately.

[Pay Residential Charges](#)

Service Requests

The table below lists open or recent requests for maintenance made by you or by others for the areas you share with them. Service Requests are assessed, prioritised and assigned to appropriate the UCD staff or contractor by UCD Accommodation Office. You can submit a new Service Request online using the button below.

Req #	Req By	Location	Problem	Req Date	Status	Last Update	Expected Completion
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No other relevant open or recently closed requests.

[New Service Request](#)

- Click on the "New Service Request" tab on the *My Residence Details* page.

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Step 6:

UCD Residences Service Request

To request maintenance in your UCD Residence apartment, building or grounds, please complete the requested details on how to fix the issue yourself. If the suggestions are not sufficient or available, your request will be assessed by UCD

New Service Request

Requestor ID/Term	Requestor Name	Created by	Request Date
10260676 (201100)	Testy Mctest	You	17/07/2013

Location

Room: Apartment 11 Room 6,
Glenomena House 10,
Glenomena Residence (9 To 10)

Location of problem:

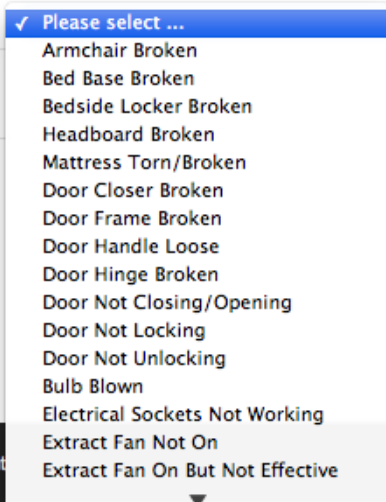
Details of Problem

Type of Problem:

- On this page you can provide details of the problem/issue being experienced.
- Click on the “Location of Problem” tab to choose your apartment and explain the nature of the problem under the “Type of Problem” tab.

Details of Problem

Type of Problem:



A dropdown menu is open, showing a list of maintenance issues. The menu has a blue header with a checkmark and the text "Please select ...". The list includes: Armchair Broken, Bed Base Broken, Bedside Locker Broken, Headboard Broken, Mattress Torn/Broken, Door Closer Broken, Door Frame Broken, Door Handle Loose, Door Hinge Broken, Door Not Closing/Opening, Door Not Locking, Door Not Unlocking, Bulb Blown, Electrical Sockets Not Working, Extract Fan Not On, and Extract Fan On But Not Effective. A small downward arrow is visible at the bottom of the menu.

Close

Reset Form

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- Please select the preset problem from the list that best matches your issue and provide a detailed description of the problem in the text box provided.

Details of Problem

Type of Problem:

Armchair Broken

Please provide clear details of the problem and submit a request for maintenance:

Description of Problem.

Close

Reset Form

Submit Request

Submit Request

- Once you have explained the problem, click on “Submit Request”.